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94-129

From: David Bauman <dbauman@ix.netcom.com>
To: Slamming slamming <slamming@comments.fcc.gov>
Date: 9/6/97 11:15am
Subject: another consumer slamming story

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SEP - 8 1997

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Just thought I'd copy you on how I'm dealing with being slammed. It seems like an endless loop. Everyone wants to help but I do not see any resolve.

I would appreciate any help or a sympathetic ear.

Thank You,

David Bauman
dbauman@ix.netcom.com

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September 1, 1997

David Bauman
150 N. Julian St.
Naperville, IL 60540

Ameritech
P.O. Box 4520
Carol Stream, IL. 60197-4520

Ameritech:

I have had ongoing conversations with: USBI, Amerinet, AT&T, and Ameritech regarding unauthorized billings for some of my long distance calls.

I am currently using Ameritech for my local service. My account # is 630-416-8030 451 4.

On a statement dated July 22, 1997, I noticed long distance phone charges (\$58.90) from a company called USBI. They are a billing company for Amerinet. I am a subscriber to AT&T for all of my long distance calls and therefore do not understand why USBI or Amerinet is appearing on my bill. In order to find answers, I called and recorded all conversations with USBI, Amerinet, AT&T, and Ameritech. Here is a rundown of the calls I made July - August, 1997. They are available for your listening pleasure.

Phone call to USBI (1-888-472-8742 as listed on my Ameritech bill:

They are billing on behalf of Amerinet Services, and have no other information. Their records show I could have obtained their service through the Box Sweepstakes Program, Derik Marketing. They explained I must have entered a sweepstakes and this authorized Amerinet to be my long distance carrier. They are only a billing agent and don't have any further information. However, they did give me Amerinet's 800 # to find out more: 1-888 256-8381.

Phone call to 1-888 256-8381 - Amerinet:

Amerinet only has an answering machine. I left Amerinet a message to:
Return my call immediately.

Explain the USBI billing.

Why my billing is not going through AT&T.

Understand I will not pay the bill until I get some answers.

Amerinet never returned my call.

Phone call to AT&T:

Spoke with Kelly at AT&T. She explained that people do get switched long distant carriers without authorization. Her records show I am still on the True Reach Program and I don't have to pay USBI if I didn't authorize the switch to Amerinet. Current records show that on June 17, 1997, USBI, told Ameritech to switch State to State service to them. This is only one half the service as my Regional service is still with AT&T. She suggested I contact Ameritech because they made the switch upon authorization by USBI. Ameritech should take care of this because it is an unauthorized switch. Finally, Kelly switched back over to AT&T.

Phone call to Ameritech:

Spoke with Sandra at Ameritech. I explained the current story. Her records shows I should be using

AT&T, but I am signed up for Sprint. Evidently USBI buys phone lines from Sprint. Sprint switched me over and uses USBI. Sandra said I was slammed. Sandra called USBI and we had a 3 way conversation with Joan answered from USBI's customer service. She stated USBI didn't authorize the switch to Amerinet. She doesn't know who switched me but gave us the 1 888 256 8381 number again. Sandra then printed out the entire complaint and facts and is sending it to USBI. She also switched me back to AT&T. She then pinned the calls which will removed the charges from my bill in 30 days. Sandra also suggested that I do not to pay this portion (\$58.90) of the bill, because there is now a claim on it. She also signed me up for pick freeze which takes effect immediately.

I told her I would send in my monthly bill to Ameritech, but would not include the \$58.90 USBI charge. She said Ameritech already knows and that would be OK.

After all these calls with assurances that my bill has been squared away, I received my August 22, 1997 Ameritech statement with:

The \$58.90 USBI charge appearing as past due.
A new charge from USBI for \$39.36.

The current total on my Ameritech bill is now \$232.26. However, I will not pay the \$58.90 or \$39.36 unauthorized charges from USBI. I am enclosing \$133.98 to cover all authorized phone services.

I am not sure how to resolve this issue since USBI refers me to Amerinet, who will not return my call.

Regretfully,

David Bauman

CC: <E-Mail> Slamming@comments.fcc.gov

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DOCKET FILE COPY ORIGINAL

From: <RRADAU@aol.com>
To: FCCMAIL.SMTPNLM("slamming@comments.fcc.gov")
Date: 9/6/97 7:49pm
Subject: Preferred Carrier Services, Colleyville, TX / HOLD billing / BellSouth

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OFFICE OF THE SECRETARY

After being slammed by Preferred Carrier Services, I am very surprised by the lack of protection afforded to the consumer. The risk of loss could be very significant. This slamming carrier only had to call BellSouth to change us to their high rates. BellSouth says that the law forced them to allow this.

Even after we have been through extensive correspondence about this, Bell South still allows "HOLD Billing Services" to bill a monthly amount as if we are still customers of this fraudulent carrier. Why does the FTC allow this to continue? Preferred Carrier has not provided any original authorization to change us over. But we have received written notice that it may pursue action against us. We must now obtain a costly attorney. It would involve less money to go ahead and pay the thieves, but this is not compatible with my conscience. Help.

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